

MINUTES OF THE UNEMPLOYMENT INSURANCE BOARD MEETING
JULY 5, 2007
INDIANA GOVERNMENT CENTER SOUTH
10 N. SENATE AVENUE, ROOM 301A
INDIANAPOLIS, IN 46204

Members present were Brent Schoolcraft, President; Samuel Schlosser, Vice-President; Barry Baer, Tom Hargrove (via phone), Dave Thomas, Joe Evans, Randy Maxwell and Kevin Tully. It was acknowledged that there was a quorum present. Also in attendance were Andrew Penca, Commissioner; Scott Sanders, Chief Financial Officer; Teresa Voors, Deputy Commissioner Strategic Planning & Policy & Chief Counsel; Will McCoskey, Deputy Commissioner Employment Growth, John Ruckelshaus, Deputy Commissioner of Government Affairs.

The guests present were Andrea Adams, Manager of Uplink Call Center, and Ryan Dorn, summer intern.

The meeting was called to order by Brent Schoolcraft at 10:02 am and he introduced Commissioner Penca.

COMMISSIONER'S REPORT:

Commissioner Penca asked for an introduction of each new member since he was unable to attend last months meeting and he expressed his appreciation for their service. He gave a brief update regarding the first Strategic Skills Initiative Summit on July 11 at Fort Benjamin Harrison that DWD is hosting. The Department of Labor Secretary, Elaine Chao, will be speaking and Governor Daniels will be introducing her. It is being held from 9:00 am to 4:00 pm. The Strategic Skills Initiative is a \$23 million initiative to address critical job shortages in Indiana.

Commissioner Penca reported that integrated service model efforts started Monday, July 2, in the Fort Wayne and Gary areas. This has been 2 years in the planning to streamline the WorkOne Centers so that a citizen gets help when they enter the door. This puts Indiana out ahead of other states in our region. In a year from now we hope to have all regions in the State using an integrated service model.

Commissioner Penca reported that the next major project will be the State's new Job Matching platform that will be launched during the first or second quarter of next year. It will allow DWD to do more than just job matching; it will integrate labor market information for employers, and allow citizens to look for jobs by pulling up jobs they are qualified to do. It will also show what they would be able to do if they achieve a degree or technical diploma. This is for both employers and citizens and will be free for both to use. More details to come this Fall.

Mr. Baer posed a question to the Commissioner regarding the marketing of Debit Cards to employers. Mrs. Voors interjected that the Debit Card affects the claimant more than the employer. Commissioner Penca clarified that there has been more information sent to claimants than employers, and that Job Matching will affect employers more. Mrs. Voors reported that there will be a more efficient marketing plan for the new Job Matching System. Mr. Baer made comment as to how many positive changes there have been in the Agency since he has been on the Board.

OLD BUSINESS:

Mr. Schoolcraft asked if everyone had reviewed the prior meetings minutes and a motion was made by Mr. Baer to accept the minutes from the June 6, 2007 meeting, which was seconded by Mr. Thomas and unanimously approved.

Mr. McCoskey gave an update to the Board regarding recent plant shutdowns and one program that will help facilitate the processing of claims of large scale employer separations is a module in Uplink. In certain markets every year there are the same employers laying off employees. This system will help by getting layoff information ahead of time. Then when a claimant goes into the customer service system their information will already be in the system. This is for plant shutdowns at the same times each year. Mr. McCoskey said that it has been a challenge to get the word out to employers. He and Mr. Ruckelshaus, along with one other Deputy Commissioner visited several offices in northern Indiana earlier this week to help spread the word about the CSS/ESS (Customer Self Service/Employer Self Service) System. Mr. McCoskey reported that they hope to learn from the July shutdowns so that we can be better prepared for Fall shutdowns. Mr. Schlosser suggested we contact certain large employers and discussion ensued.

Mr. Baer asked if any of the Deputy Commissioner's belong to any Workforce/Human Resource organizations and are they required to take continuing education. Mrs. Voors reported that she and the new HR Director recently joined SHRM (Society for Human Resource Management). They have requested to present at a SHRM meeting in the near future. Mrs. Voors is also contacting the large law firms to present at their Employer Forums which they hold each year.

Mr. Sanders reported that Ryan Scott had been hired as the new Marketing Director.

Mrs. Voors reported that there is still one vacancy for a large scale employer on the board. This vacancy will be filled as soon as an appropriate candidate can be found.

NEW BUSINESS:

Mr. McCoskey introduced Andrea Adams, who is in charge of Uplink and the Call Center. (Diana Gushrowski, the Director of UI Customer Service, was unable to attend.) Mrs. Adams explained that she has two units that report to her; 1) Customer Service

Center, which is supervised by Gwendolyn Winderlich, to address claimants that come into the agency lobby and the WorkOne emails. There are 4 people in this unit. There is 1 person presently hired, with 3 remaining to be hired and trained. Mrs. Adams said they hope to have these positions filled by the end of July. They want 2 of the 4 to be bi-lingual. The second unit that reports to Mrs. Adams is the Uplink Customer Service Center. These people are trained in both tax and benefits. They have 3 bi-lingual associates. They average 48,000 calls a month. Their main focus is premier customer service. For quality control there will be a new system ready in approximately 45 days which will allow every call to be recorded. The Call Center has been moved to a new location in the basement. This environment is better for helping and giving assistance. They offer one call resolution to each caller. They have a reference guide so that they can take care of the claimant's issues. A 15 minute queue time has now been reduced to 8 minutes with 1 call resolution. The queue time varies in other states. DWD is looking into the IVR (Interactive Voice Response) Call System.

PRIVILEGE OF THE FLOOR: Mr. Schoolcraft asked for any other items of discussion. Mr. Baer would like to see 2 new items listed on the Agenda regularly: 1) State unemployment rate; and 2) number of claims in adjudication. Mr. McCoskey explained that during a transition to a new system the number of claims in adjudication is fluid and the goal is to handle them in a timely fashion. He stated the figures would be provided at the next meeting. Mrs. Voors shared that we have performance metrics that indicate where the Agency stands at certain time frames.

Mr. Baer asked if at the September board meeting they could take a detailed look at the financial status of the various program resolutions that have been approved by the Board and whether some should be rescinded. Mr. Sanders reported they are in the process of finalizing some UIM change orders that will be brought to the Board for funding approval in the near future. Mrs. Voors reiterated that the Major Opportunities Bill passed by the Board is going very well.

Mr. Schoolcraft notified the Board that his time serving on the board is coming to a close as he has accepted a position as Associate Dean at Liberty School of Law in Virginia. He will be able to participate by phone next month and chair the meeting and we will have an election for the new officer. Mr. Schoolcraft told the Board that it had been a privilege to serve on the Board and he stated that the Agency operates more efficiently than when he first started on the Board.

Mr. Schlosser asked Cindy George, UI Board Clerk, to send out contact information on the board members to each member.

Next board meeting will be August 1, 2007.

ADJOURNMENT: Mr. Schoolcraft opened the floor and asked for a motion to adjourn. Mr. Baer moved to adjourn at 11:00 am and said motion was seconded and approved.